

Safety, Security, and Service

Job Functions of Amtrak On-Board Service Workers

This outline describing Job Functions of Amtrak On-Board Service Workers is intended to provide a better understanding of these workers Job Functions, and the responsibilities these workers are charged with. It also verifies that their First Priority is Safety & Security. In fact, as demonstrated by various examples provided, and reinforced by various reports, in many ways these On-Board Service Workers are the First Responders when an emergency situation does occur onboard a train.

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U.S. House of Representatives
Committee on Transportation and Infrastructure
Subcommittee on Railroads

Hearing on Amtrak Food and Beverage Operations

June 9, 2005

Safety, Security, and Service
Job Functions of Amtrak On-Board Service Workers

PART I APPLICABLE FEDERAL REGULATIONS

Part 1 provides a listing of various Federal regulations, including FDA Standards that are applicable to Amtrak On-Board Service Workers. Some of these regulations mandate specific training, while others require that On-Board Service Workers both familiarize themselves, and comply with the regulation.

PART II APPLICABLE AMTRAK RULES & POLICIES

Part 2 provides a listing of numerous Amtrak Rules and Policies that are applicable to and govern work performed by On-Board Service Workers. Several of these Rules and Policies require specific training, while others require that On-Board Service Workers both familiarize themselves, and comply with the Rule or Policy.

PART III SAFETY, SECURITY & SERVICE

Part 3 provides examples of Amtrak's mandate that the Safety and Security of passengers, employees, and the public are On-Board Service Workers First Priority.

III-A Part 3-A provides a listing of various Safety & Security training programs that On-Board Service Workers are required to take.

PART IV PASSENGER SERVICE ENVIRONMENT, NOT A FIXED LOCATION, UNIQUE IN SEVERAL ASPECTS, AND INVOLVES NUMEROUS CHALLENGES

Part 4 provides examples of Passenger Train Service challenges which separate Amtrak On-Board Service Worker responsibilities from so-called food service workers outside the passenger rail sector.

IV-A Part 4-A provides examples of actual emergency situations involving Amtrak On-Board Service Workers.

PART V ADDITIONAL RESPONSIBILITIES OF AMTRAK ON-BOARD SERVICE WORKERS, AND WORK ENVIRONMENT ISSUES THAT SEPARATE ON-BOARD SERVICE WORKERS FROM FOOD SERVICE WORKERS OUTSIDE THE PASSENGER RAIL SECTOR,

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PART I FEDERAL REGULATIONS

Amtrak On-Board Service Workers, unlike “Food Service” workers outside of the Passenger Rail sector are governed by several Federal Regulations.

1.1 49 CFR 239 Passenger Train Emergency Preparedness

**1.6 FDA Regulations
 Reference Chapter 15 Amtrak Service Standards**

NOTE 1: This is not a complete listing of Federal regulations that govern On-Board Service Workers.

NOTE 2: Regulation applicability and training requirements, based on On-Board Service Workers specific assignment may apply differently.

PART II APPLICABLE AMTRAK RULES & POLICIES

Amtrak On-Board Service Workers, unlike “Food Service” workers outside of the Passenger Rail sector are governed by numerous Amtrak Rules, Policies & Procedures, and On-Going Bulletin Notices providing updated instructions.

2.1 Amtrak Service Standards Manual for Train Service & On-Board Service Employees

- Chapter 1 * Standards of Excellence**
- Chapter 2 * Business Diversity and Strategic Initiatives**
- Chapter 3 * Safety**
- Chapter 3A * Safety Rules for On-Board Service Employees**
- Chapter 3B * Safety Rules for Train Service Employees**
- Chapter 4 * First Aid and related Emergencies**
- Chapter 5 * Injury/ Illness Reporting Procedures**
- Chapter 6 * Emergency Procedure Guidelines**
- Chapter 7 * Public Health Issues**
- Chapter 8 * Employee Support and Awareness Programs**

Chapter 9	*	Customer Service Responsibilities and Standards
Chapter 10	*	General Rules for On-Train Employees
Chapter 11	*	National Attendance Policy
Chapter 12	*	Uniform and Grooming Standards
Chapter 13	*	On-Board Services Crew Functions
Chapter 14	*	Revised Accounting Procedures for On-Board Service Employees
Chapter 15	*	FDA Rules and Inspection Standards
Chapter 16		Train Service Crew Functions & Accountabilities
Chapter 17		Train Service Accounting Responsibilities
Chapter 18		On Train Fare Rules
Chapter 19	*	Communication Systems
Chapter 20	*	Assisting Customers with Disabilities
Chapter 21	*	Unusual Occurrences
Chapter 22	*	Equipment

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Chapter 23	*	Service Recovery
Chapter 24		Operations Standards Updates Still in Effect
Chapter 25		Customer Service Notices Still in Effect

Appendices

- A. Phone Numbers**
- B. Personal Phone Book**
- C. Forms**
- D. Equipment Designs**
- E. Pass Policy**
- F. 3-Year Calendar**

*** Policy, Procedures, and Rules directly applicable to On-Board Service Workers.**

NOTE 1: Employees are required to have the Service Standards in their possession at all times while on duty.

NOTE 2: Several chapters of these standards require specific/specialized training. Others, not requiring training require an employee's familiarization and compliance.

NOTE 3: Employees are subject to review and audit to ensure they are in compliance with these standards.

- 2.2 Amtrak Employee Security Handbook
- 2.3 Amtrak Standards of Excellence
NOTE 1: Amtrak frequently cites these Standards when employees are not compliant with rules as a basis for assessing discipline.
- 2.4 Numerous, Continuously Changing Amtrak Policies
Reference Employee Advisory, 2/14/05, Revising Alcohol and Drug Policy
- 2.5 Continuous Customer Service Notices
Reference NEC Customer Services Notice 2001-41
- 2.6 Continuous Service Standards Updates
Reference Service Standards Update 05-03
- 2.7 Continuous General Bulletin Notices
Reference 3/01/05 Memo to OBS Employees on Sanitation Standards Training

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PART III SAFETY, SECURITY, & SERVICE

Amtrak On-Board Service Workers are governed by an Amtrak mandate that places the Safety & Security of Passengers and Employees as their first priority.

SAFETY & SECURITY ARE PRIORITY NO. 1

- 3.1 Testimony of Amtrak President & CEO David Gunn before Senate Commerce Subcommittee on Surface Transportation July 10, 2002.

At Page 1 – “To begin with, I want to emphasize that the safety of all passengers, employees, trains and facilities is our number one priority.”
- 3.2 Testimony of Amtrak Vice President & Chief Transportation Officer R. Stephen Strachan before House Transportation and Infrastructure Subcommittee on Railroads June 6, 2002.

At Page 1 – “To begin with, I want to emphasize that the safety of all passengers, employees, trains and facilities is our number one priority.”

3.3 Amtrak’s Standards of Excellence -Safety

At Page 1-4 – “Amtrak’s highest priority is the safety and well-being of our employees and passengers. You are essential in achieving that goal. As an Amtrak employee you can begin by being sure you understand and comply with all safety requirements related to you position.”

NOTE 1: Both the testimony of Amtrak’s Senior Level management and written Amtrak Policy make clear that the First Priority of On-Board Service Workers is the Safety and Security of passengers and employees alike.

NOTE 2: Amtrak enforces these standards vigorously and subjects On-Board Service Workers to stringent discipline, including lengthy suspensions and dismissal when these standards are not complied with.

3.4 Amtrak’s Employee Security Handbook

At Page 1 – “The Amtrak Employee Security Handbook summarizes the basic security policies, procedures and protocols that all employees must either comply with or be aware of.”

NOTE 1: This Employee Handbook covers a wide range of security issues from parking facilities to bomb threats and chemical biological and radiological threats, and instructs employees on their responsibilities in each of these areas.

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3.5 Amtrak Security & Safety Updates

Examples:

10/26/01 - Addressing handling of USPS mail due to anthrax poisonings
2/14/03 - Taking precautions during trying times
3/18/03 - National Terrorist Threat level raised.

NOTE 1: Information and instructions concerning security and safety issues is continuously updated at which time On-Board service Workers are provided

notification and instructed to react accordingly, following numerous and varying instructions and protocols.

3.6 Amtrak Safety Instructions

Examples:

- 10/03/01 - Personal Safety/Security Alert**
- 10/26/01 - Handling encounters with suspect packages and substances**
- 10/30/01 - Procedures for use, removal, and disposal of protective gloves**

NOTE 1: Amtrak safety instructions are issued on an on-going basis to On-Board Service Workers who must familiarize themselves with, and comply with such instructions.

3.7 Operations Standards Advisories

Examples:

- 10/23/02 - Security and Safety Awareness On-Board Trains**

NOTE 1: Amtrak Operations Standards Advisories are issued on an on-going basis to On-Board Service Workers who must familiarize themselves with, and comply with such advisories.

3.8 INS-9 Forms (Employment Eligibility Verification Form)

Employees are required to complete, and keep updated INS-9 forms providing specific forms of identification.

NOTE 1: An employee's failure to complete these forms and provide the required identification may result in the employee being withheld from service.

PART III - A EXAMPLES OF TRAINING REQUIREMENTS ON SAFETY & SECURITY

Amtrak On-Board Service Workers are subjected to take various types of training concerning Safety and Security on an on-going basis. Outlined below is a list of examples that is not intended to provide every training program On-Board Service Workers are required to take.

- Emergency Preparedness Training (PREPARE)

Reference - Amtrak's Passenger Train Emergency Preparedness Plan and PREPARE 2000 Emergency Training documents, and Service Standards Manual.

Reference - NTSB Report on April 18, 2002 Amtrak derailment in Crescent City, Florida. Page 34 – PREPARE Training requirements.

- Employee Security Training

Reference - Amtrak's February 10, 2005 Security & Safety update announcing newly developed system security training.

- Chemical, Biological, & Radiological Training

Reference - Amtrak Chemical, Biological, and Radiological Emergency Response document (February 2003)

- First Aid / CPR Training

Reference - NTSB Letter to FRA (9/16/98) outlining R-93-23, resulting in training for all On-Board service Workers in the areas of emergency operating rules, First-Aid and CPR, and the use of Public Address Systems, and Service Standards Manual.

- General Safety Training

Reference - Amtrak Service Standards Manual

- Customer Service Training that includes numerous passenger and employee safety & security issues.

Reference - Amtrak Service Standards Manual

- Public Health Issues Training (Food Borne Illnesses, Communicable Disease Procedures, and Blood Borne Pathogens Exposure Plan)

Reference - Amtrak Service Standards Manual

- On-going instructions and training with respect to safety.

Reference - NTSB Letter to FRA (9/16/98) outlining R-91-71, resulting in instructions to On-Board Service Workers to periodically inspect passenger seats.

PART IV - PASSENGER SERVICE ENVIRONMENT , NOT A FIXED LOCATION, UNIQUE IN SEVERAL RESPECTS, AND INVOLVES NUMEROUS CHALLENGES.

The operation of Passenger Train Service involves conditions that are both unique and challenging, thus subjecting On-Board Service Workers to elements that are not present in other so-called food service functions outside of the Passenger Rail sector. Outlined below are only a few examples.

- 4.1** There have been 181 documented terrorist attacks worldwide from 1998-2003 resulting in 431 deaths and thousands of injuries. The continuing threat of terrorism (Madrid Spain Bombing / Japan Chemical Attack) require extraordinary prevention measures that On-Board Service Workers are required to receive training for and exercise on a daily basis.

**Reference - Homeland Security Update No. 02-13 (10/24/02)
Outlines reporting that Al-Qaeda is targeting the U.S. Railway sector.**

- 4.2** Terrorism and Rail Security – Jack Riley

Reference - Testimony presented to the Senate Commerce, Science and Transportation Committee on March 23, 2004. Rand Corporation, CT-224.

- 4.3** Unfortunately Train Accidents do occur, and involve serious injuries and fatalities, which subject Passengers and On-Board Service Workers to considerable risks, and further demonstrates the responsibilities of, and need for On-Board Service Workers.

Reference - Amtrak Accidents 1980-2003, as reported by the National Transportation Safety Board.

Reference - Amtrak Train Accidents 1980-2003, as reported by the Federal Railroad Administration.

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4.4 Passenger trains, unlike a restaurant, or other fixed locations, travel throughout the country, in many locations where access for EMS personal may be extremely difficult making it essential for On-Board Service Workers to be highly trained to assist until EMS crews arrive at the scene.

Reference - NTSB Report – Derailment of Amtrak Train No. 12 on Portal Bridge (11/23/96). Page 6 – The first ambulance arrived at the scene 47 minutes after the initial notification.

Reference - FEMA Report USFA-TR-143 (9/02) on derailment of Amtrak’s California Zephyr train on March 17, 2001. Page 4 – Key Issues – Access was extremely limited due to the remoteness of the accident site.

Reference - Emergency Net News “ DEADLIEST TRAIN CRASH IN AMTRAK HISTORY KILLS 44 “ Article on the derailment of Amtrak’s Sunset Limited.

“According to survivors, it may have been as much as forty-five to fifty (45-50) minutes before anyone arrived at the scene to begin the rescue efforts.”

PART IV - A EXAMPLES OF ACTUAL EMERGENCY SITUATIONS INVOLVING AMTRAK ON-BOARD SERVICE WORKERS

Amtrak On-Board Service Workers are, on an ongoing basis confronted with the potential for emergency situations that require their taking appropriate action to protect the safety and security of passengers and employees on-board during a trains operation. Outlined below are just a few examples of instances where On-Board Service Workers have been involved in emergency situations.

► December 1989 Bomb Scare Threat aboard Train No. 19.

Reference - February 21, 1990 letter to Ms. J.C. Frederick Thompson recognizing this On-Board service Worker for the safe evacuation of passengers during the bomb scare threat.

- ▶ October 18, 2004 fire aboard Amtrak's Lake Shore Limited Train near Toledo, Ohio.

Reference - Nomination of On-Board Service Worker Raymond Farris for his actions in protecting the interests of On-Board crew members and passenger during a fire on-board the train.

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- ▶ April 18, 2002 Auto-Train Derailment – Crescent City, Florida

Reference - Daytona Beach News Journal: Special Reports, April 19, 2005

“ Reggie Jackson Jr. was working as an onboard attendant in one of the sleeping cars when the train derailed.

“ The tracks had come loose, like thread. They were turned all different ways, and the wood was shattered,” said Jackson.

He climbed on top of a car where he had heard screaming and popped open windows to help passengers to safety.”

“ James Pierce, also an onboard attendant, was working in another sleeping car when the accident took place.

“ It felt like it was sliding to the left and suddenly it just toppled,” said the onboard attendant.

Pierce. 39 of Huntington, Md., said he grabbed hold of the curtains and within seconds found himself hanging from a perch,

After the train came to a stop, Pierce said he pulled out the emergency window and began pulling people out of the cabin. He handed out bandages to people with cuts and bruises.”

- ▶ May 2001 California Zephyr Derailment - Iowa

Reference - Presidents Safety & Service Awards – Jimmie W. Coleman Award for Excellence.

“ A particular noteworthy example of Jimmie’s extraordinary commitment to customer service is his effort after the derailment of the California Zephyr as train #5, in Iowa in May of 2001. Jimmie was working two coaches, both of which went on their side. There were numerous injuries in his car, and in spite of the difficulties, he assisted more than 80 passengers to evacuate and then provided them with comfort and assistance until medical personnel were at the scene. Many passengers at the hospital singled him out for his calm and gracious manner, even under the harrowing conditions. What was perhaps most amazing was, in spite of his own bruises and cuts, Jimmie made his next trip without missing one day of work “

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- ▶ November 26, 2003 Texas Eagle Grade Crossing Accident, Poplar Bluff, MO,

Reference - Presidents Safety & Service Awards – James C. Adams Award for Valor.

“ On November 26, 2003, James was working aboard the Texas Eagle, train #22, when it was involved in a grade-crossing accident near Poplar Bluff, MO. As a result of the accident, a truck was hit and landed on its side, After first assessing and ensuring the safety and well-being of his sleeping car passengers, James rushed to the side of the unsteady vehicle. Ignoring the strong smell of diesel fumes and a risk of explosion, he carefully but quickly climbed over the truck’s large tires, up the vehicle’s side and kicked out the windshield. Reaching through the shattered glass, he grabbed the driver and pulled him through the window. He maneuvered him through the opening, away from the metal and glass debris, and carried the driver to a safe area.”

- ▶ On-Board Fire / Emergency Medical Situation

Reference - Presidents Safety & Service Awards – Lisa A. Castillo (Service Attendant),

& Doug G. Wheeler (Service Attendant)

“ Several years ago, when a small fire was discovered onboard, Lisa extinguished it calmly and immediately. Another time, a guest needed the Heimlich maneuver, but he was too big for Lisa to apply it effectively. She called out for Doug, who ran from the other end of the car and resolved the situation. “

PART V - ADDITIONAL RESPONSIBILITIES THAT AMTRAK ON-BOARD SERVICE WORKERS ROUTINELY CARRY OUT THAT SIGNIFICANTLY SEPARATES THESE WORKERS FROM FOOD SERVICE WORKERS OUTSIDE OF THE PASSENGER RAIL SECTOR.

**5.1 Work Schedules – Long Hours, Away From Home, Unpaid On-Duty Time
Reference Position Bulletins
Reference Trip Report 6/06/99**

**5.2 Service Animals
Reference Standards Update 05-07**

**5.3 Passenger Car Watering / Point of Water Sanitation
Reference May 27, 2003 Memo**

**5.4 On-Board Service Standards – Uniforms, Grooming, Badges
Reference May 23, 2003 Memo**

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**5.5 Americans With Disabilities Provisions
Reference Bulletin outlining Rule #0003**

**5.6 Meal Check Procedures
Reference NY Crew Base Meal Check Procedures**

**5.7 Uniform Standards & Requirements
Reference July 20, 2004 Service Advisory**

- 5.8 On-Going Customer Service Training
Reference September 30, 2003 Memo to On-Board Service Employees

- 5.9 Environmental Training
Reference Environmental Training Course Form

- 5.10 Crew Luggage Identification Tag Requirements
Reference Service Advisory 04-23

- 5.11 Transportation Department Review System
Reference 5/31/05 OBS Review Form

- 5.12 Annual Safety Plans
Reference 2004 Mid-Atlantic Division Plan Document

- 5/13 Food Temperature Monitoring Requirements
Reference Draft LSA Temperature Monitoring Report

- 5/14 Employee Training Delivery
Reference December 7, 1992 Letter – David C. Irish, HDR Training

NOTE: In addition to being required to take on-going training, Amtrak On-Board Service Workers deliver various training programs.

Amtrak On-Board Service Workers

vs.

Food Service Workers

This comparison between Amtrak On-Board Service Workers vs. Food Service Workers (Non-Transportation workers whose primary duties are to serve and prepare food and beverages and perform related tasks in restaurants, delicatessens, cafeterias, and similar establishments) is intended to demonstrate that these two classes of workers are not at all comparable in terms of Job Functions, Responsibilities, and Work Environment issues.

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RULES, REGULATIONS, & POLICIES
Amtrak On-Board Service Workers vs. Food Service Workers¹

Rules, Regulations & Policies	Specialized Training Required ²	Amtrak On-Board Service Workers	Food Service Workers	Explanation
49CFR239	√	Yes	No	Amtrak On-Board Service Workers are required to receive initial and recurrent Emergency Preparedness Training as provided in 49 CFR 239.
FDA Standards Training	√	Yes	No	Amtrak On-Board Service Workers are required to receive ongoing training on FDA Standards.
Amtrak Service Standards	√	Yes	No	Amtrak On-Board Service Workers are governed by Amtrak's Services Standards consisting of over 20 separate chapters. These workers are required to have these standards in their possession when reporting for service.
Security Rules	√	Yes	No	Amtrak On-Board Service Workers are governed by a comprehensive Security Handbook and are required to take Security Training.
Standards of Excellence		Yes	No	Amtrak On-Board Service Workers are governed by strict "Standards of Excellence" governing all aspects of their job functions.
Amtrak Policies & Procedures	√	Yes	?	Amtrak On-Board Service Workers are governed by continuously changing policies and procedures, many which require training.
Amtrak Customer Service Notices		Yes	?	Amtrak On-Board Service Workers are governed by continuous Customer Service notices.
Amtrak Service Standards Updates		Yes	?	Amtrak On-Board Service Workers are governed by continuous Service Standards Updates.
Safety & Security		Yes	No	Amtrak On-Board Service Workers are governed by a mandate placing the Safety & Security of passengers and employees as their first priority.
INS – 9 Form Requirements		Yes	?	Amtrak On-Board Service Workers are governed by INS-9 form requirements.

RULES, REGULATIONS, & POLICIES
Amtrak On-Board Service Workers vs. Food Service Workers¹

Rules, Regulations & Policies	Specialized Training Required ²	Amtrak On-Board Service Workers	Food Service Workers	Explanation
First Aid / CPR	√	Yes	?	Amtrak On-Board Service Workers are governed by First Aid and CPR Policies and procedures.
Chemical Biological & Radiological Procedures	√	Yes	No	Amtrak On-Board Service Workers are provided procedures concerning Chemical, Biological, and Radiological concerns.
Comprehensive Safety Rules	√	Yes	No	Amtrak On-Board Service Workers are governed by comprehensive Safety Rules.
Public Health Issues	√	Yes	?	Amtrak On-Board Service Workers are governed by several policies concerning public health, many of which require specific training.
Terrorism Concerns	√	Yes	No	Amtrak On-Board Service Workers are governed by, and trained in various prevention measures concerning terrorism.
Derailments / Train Accidents		Yes	No	Amtrak On-Board Service Workers are subject to the risk of Train accidents and derailments.
Emergency Response		Yes	No	Due to the nature of On-Board Service Workers assignments, in the event of an accident or an emergency, emergency responders may take considerably more time to arrive at the scene.
Service Animals		Yes	No	Amtrak On-Board Service Workers are required to assist passengers with disabilities, and are governed by policies relating to service animals.
Passenger Car Watering / Sanitation Procedures		Yes	No	Amtrak On-Board Service Workers are governed by procedures for the Safe watering of Passenger cars.
Uniform Policy		Yes	?	Amtrak On-Board Service Workers are governed by a strict uniform policy.
Grooming Standards		Yes	?	Amtrak On-Board Service Workers are governed by a strict grooming policy.

Appendix No. 3

RULES, REGULATIONS, & POLICIES
Amtrak On-Board Service Workers vs. Food Service Workers¹

Rules, Regulations & Policies	Specialized Training Required ²	Amtrak On-Board Service Workers	Food Service Workers	Explanation
ADA		Yes	?	Amtrak On-Board Service Workers are governed by rules, and responsible for compliance with ADA Standards.
Meal Check Procedures		Yes	No	Amtrak On-Board Service Workers are governed by a strict meal check policy.
Customer Service Training	√	Yes	?	Amtrak On-Board Service Workers are required to attend on-going Customer Service Training.
Environmental Issues	√	Yes	?	Amtrak On-Board Service Workers are required to take environmental Training.
Crew Luggage Identification		Yes	No	Amtrak On-Board Service Workers are governed by Crew luggage tag policies.
Transportation Department Review System		Yes	?	Amtrak On-Board Service Workers are governed by review and audit systems.
Communications Policy & Procedures	√	Yes	No	Amtrak On-Board Service Workers, in various settings are required to make announcements to passengers.
Job Briefings		Yes	?	Amtrak On-Board Service Workers are required to perform frequent Job Briefings.
Food Temperature Monitoring	√	Yes	No	Amtrak On-Board Service Workers are required to monitor temperatures in food storage.
Comprehensive Accounting Procedures		Yes	No	Amtrak On-Board Service Workers are required to follow strict accounting procedures, and required to perform extensive accounting paper work.
Operations Policies & Procedures	√	Yes	No	Amtrak On-Board Service Workers are governed by comprehensive operations plans, and procedures.
Long Hours		Yes	No	Amtrak On-Board Service Workers are required to work long hours, and not receive overtime pay for working in excess of 16 + hours.

Appendix No. 3

RULES, REGULATIONS, & POLICIES
Amtrak On-Board Service Workers vs. Food Service Workers¹

Rules, Regulations & Policies	Specialized Training Required ²	Amtrak On-Board Service Workers	Food Service Workers	Explanation
Time Away from Home		Yes	No	Amtrak On-Board Service Workers are required to spend 2, 3, + days at a time away from home.
Unpaid On-Duty Time		Yes	No	Amtrak On-Board Service Workers are required to be on-duty, however not being paid for significant periods of time.

1. Food service workers refers to those non - transportation workers whose primary duties are to serve and prepare food and beverages and perform related tasks in restaurants, delicatessens, cafeterias, and similar establishments,
2. √ Requires specific/specialized training. Categories not requiring training do require an employee's familiarization and compliance.